

# TNW

TRAVEL NEWS WEEKLY

CORPORATE  
PAYMENT SOLUTIONSbta  
powerlink

American Express® BTA Powerlink™

Reconcile your clients' travel invoices and transactions  
with American Express BTA Powerlink.

For more information, please contact the American Express Card Team on 0860 102 191.



American Express® Cards is operated under license in South Africa by Nedbank Limited Reg. No. 1951/000009/016. An authorised financial services and registered credit provider (NCRCPSP).

TNW6867SD

INSIDE

## NEWS CANCELLATION FEES

No unbundling of airfares – NCC

Page 2

## FEATURE Zanzibar

Still competitive, despite VAT

Page 9

## FEATURE TOURISM MONTH

Promoting domestic travel

Page 11

# Govt policy crushes BEE businesses

TARYN NIGHTINGALE

**N**ATIONAL Treasury stands accused of killing the very BEE business it intended to support.

Axing of overrides and commissions; delays in resolution of service fees; the limbo in the interim; bad government behaviour and miscommunication of government policy are factors that have led to this crisis.

This was the consensus of TMCs attending the recent Public Sector Workshop hosted by GBTA at the CSIR International Convention Centre in Pretoria.

"These issues are bread and butter for us. As TMCs we are barely surviving," says md of Duma Travel, **Nomvula Mthombeni**, who spoke at the workshop.

Nomvula says she doesn't know how much longer TMCs can survive under the current conditions.

An earlier casualty, Magic Travel, went into business rescue earlier this year. At the time some of the TMC's government accounts had not been paid (see *TNW*, July 6).

A huge problem the new travel policy has failed to address is the payment delays and resulting consequences this has on TMCs' cash flow. "Government sees TMCs as banks," **Robert Wilke**, executive director of Travel With Flair (TWF), said at the workshop.

Last November, TWF footed the bill for a government client's conference, which still hasn't been paid. "I went to National Treasury only to find out this department doesn't have allocated budget. This has a huge ripple effect.

For example, it affects my credit limit with certain service providers."

**Marco Ciocchetti**, ceo of XL Travel, says TMCs agreed to the new policy on the condition government departments would settle their accounts on time. "Smaller businesses and new entrants in the market won't be able to do government business unless they have the financial backing." A new entrant won't get credit from suppliers, he says. "I can't see them being able to sustain themselves in the industry."

"Some government departments are not aware of the new policy," says Robert.

Nomvula says she has had to write letters to various government departments explaining to them how the new policy works. "And when we go to Treasury, they say 'no, speak to the department'."

Smaller suppliers have also been negatively affected by the new policy. **Steven Bagg**, md of Chakela Hotels and Resorts, says the new travel policy has created a perception that eliminated the smaller companies from being considered for government business.

Under the policy, TMCs are required to provide at least one quote from one of the preferred accommodation suppliers mentioned in the policy when quoting government clients. "They've been given an unfair advantage," he says, adding that consultants seem to think they must book these suppliers over others.

"Guesthouses and bed and breakfasts have really got a raw deal,"

To page 2

## Come fly with us!



**LATAM Airlines is offering discounted fares in economy and business class on flights from Johannesburg to Rio de Janeiro, São Paulo, Iguazu, Manaus, Buenos Aires, Chile and Lima. Tickets are bookable now until September 6 for travel between October 2 and May 31. Pictured here, having a good time, are Megan Wilson, gm sales and marketing, and Ngwako Tsetsewa, sales and groups executive of Border Air, LATAM Airlines' partner in Africa. Photo: Shannon Van Zyl**

## Iranian airline sets sights on SA

DEBBIE BADHAM

IRANIAN airline, Mahan Air, has applied for a Scheduled Foreign Operators Permit for a twice-weekly service between Tehran and Johannesburg.

Media liaison officer of the South African Department of Transport, **Motlatsi Lebea**, says the application is still in progress as the DOT awaits outstanding documents from Mahan Air.

Mahan Air is a private airline, first established in 1992. Currently flies to destinations in the Middle East, Far East, Central Asia and Europe. According to the US Department of the Treasury, Mahan Air is currently on the Office of Foreign Assets Control's

(OFAC) list of Specially Designated Nationals and Blocked Persons. The airline was placed on the list in October 2011 for providing financial, material and technological support to the IRGC-Qods Force. The IRGC-Qods Force was previously designated in October 2007 for its support of numerous terrorist groups.

Meanwhile, international sanctions on Iran were lifted earlier this year, and during a two-day visit in April, President **Jacob Zuma** and Iranian President **Hassan Rouhani** agreed to increase non-oil trade and investment between South Africa and Iran to a billion dollars by 2020.

To page 16

From **R16,860\*** p/p/s  
Includes: 3 nights' accommodation, race tickets, after race concerts, Ferrari World Abu Dhabi and Yas Waterworld entry tickets

**edusport TRAVEL**  
info@edusport.co.za  
031 265 0040

**Abu Dhabi**  
**GRAND PRIX**  
Yas Marina Circuit  
25 - 28 November 2016

\*excluding flights and airport taxes. T & C's apply

TNW7784SD



# Quick Software

Software. Solutions. Support.

- Professional vouchers with logos
- Voucher emailed in secure PDF format
- Import vouchers into invoicing
- Manage voucher ranges efficiently
- Comprehensive registers with lookup
- Multi-level reporting

Tel +27 11 4519100

sales@quicksoftware.co.za  
www.quicksoftware.co.za



TNW6002SD

## Rubes® By Leigh Rubin

leigh@rubescartoons.com



# TNW

TRAVEL NEWS WEEKLY

www.etnw.co.za

Published by  
Travel & Trade Publishing (Pty) Ltd  
Printed by Juka Printing (Pty) Ltd

Phone: (011) 327-4062  
Fax: (011) 327-4094  
E-mail: [tnw@nowmedia.co.za](mailto:tnw@nowmedia.co.za)  
Web: [www.nowmedia.co.za](http://www.nowmedia.co.za)  
Address: Now Media Centre,  
32 Fricker Road, Illovo Boulevard,  
Illovo, Johannesburg,  
PO Box 55251, Northlands,  
2116, South Africa.



Audit Bureau of Circulations  
of South Africa  
Independent since 1991

Founding Editors:  
John H Marsh (1914-1996)      Leona Marsh (1923-2003)

**EDITORIAL**

Acting Editor: Taryn Nightingale      [tarynn@nowmedia.co.za](mailto:tarynn@nowmedia.co.za)  
Deputy Editor: Debbie Badham      [debbieb@nowmedia.co.za](mailto:debbieb@nowmedia.co.za)  
Deputy Publisher: Natasha Schmidt      [natashas@nowmedia.co.za](mailto:natashas@nowmedia.co.za)

Journalists:  
Darise Foster      Dorine Reinstein  
Leigh Hermon      Hilka Birms  
Max Marx      Michelle Colman

Photographer:      Shannon Van Zyl  
Production Editor:      Ann Braun

**GROUP PUBLISHER**  
David Marsh      [davem@nowmedia.co.za](mailto:davem@nowmedia.co.za)

**SALES**  
Sales Director: Kate Nathan      [katen@nowmedia.co.za](mailto:katen@nowmedia.co.za)  
Ad Co-ordinator: Anthea Lucas      [antheal@nowmedia.co.za](mailto:antheal@nowmedia.co.za)

**PRODUCTION**  
Design Head:      Dirk Voorneveld

**SUBSCRIPTIONS**  
Circulation:      [tvlsubs@nowmedia.co.za](mailto:tvlsubs@nowmedia.co.za)

# NCC rejects airfare unbundling

DEBBIE BADHAM

AN AIRFARE cannot be unbundled to determine a reasonable cancellation fee, says the National Consumer Commission.

Trevor Hattingh, media liaison officer and spokesperson for the NCC, says the fairness of a cancellation fee must be determined in relation to the total price of the airfare by looking at the full set of parameters set out in regulation five of Section 17 of the Consumer Protection Act (CPA). This portion of the Act deals with consumers' right to cancel advance reservations, bookings or orders (see *TNW* August 17).

This does not change the fact that there is still no such thing as a non-refundable ticket, according to the NCC. Agents are also questioning why governing authorities have not insisted that airlines submit an industry code detailing acceptable treatment of the consumer in relation to refunds and

cancellation fees.

Agents recently took to eTNW to express their frustration about airlines' non-refundable ticket policies, which fly in the face of the CPA.

**"The fairness of a cancellation fee must be determined in relation to the total price of the airfare."**

In particular, some airlines' refusal to refund the fuel surcharge or carrier-imposed surcharge on top of not refunding the base fare is viewed by a number of agents as unethical behaviour. As previously reported in *TNW*, suppliers are allowed to charge a reasonable cancellation fee, but many agents dispute whether it is reasonable to include the fuel surcharge in the cancellation fee when it is not bundled as part of the airline's operating cost, but rather a separate tax.

In response to *TNW*'s questions about why a set

of consumer-focused codes for the airline industry simply does not exist, the NCC said it came down to a need to prioritise other industries first. Trevor says, ultimately, every industry should have a code of conduct and ombuds institution or alternative dispute resolution agency. It is the mandate of the NCC to put in place and maintain a consumer protection system for South Africa, he says.

However, the Commission is first tackling those industries it deems most urgent in terms of numbers of complaints. "When it comes to the airline industry, the NCC rarely gets complaints from consumers," Trevor says.

The airline industry will, however, at some point have to institute a dispute resolution platform and, interestingly, once an ombuds institution has been launched within the industry, should that institution receive even one complaint in relation to the issue of unbundling fares, the ombudsman would be required to look into it. ■

## High hopes for the high season

DARISE FOSTER

THE Department of Home Affairs promises more efficiency during the holiday high season.

The lack of organisation experienced last year as a result of bad discipline among airport staff is unlikely to be repeated in the coming high season, says

Home Affairs spokesperson, **Mayihlome Tshwete**.

A shortage of immigration staff coupled with the introduction of biometric processing at airports such as OR Tambo International in Johannesburg, caused major delays from last December and throughout the first half of this year.

"Absenteeism is a

phenomenon that seems to happen quite a lot in December, but there are a number of things the Minister [of Home Affairs, **Malusi Gigaba**] has put in place from a human resources perspective to ensure that people who are not at work are held accountable," Mayihlome says. ■

## Govt policy crushes BEE businesses

From page 1  
says Steven. Under the new policy, maximum rates for five-star B&Bs have been moved from R1 300 to R900.

"Some of these places are as good as five-star hotels and their costs to operate are not dissimilar. In fact they're probably more because they do not have

economies of scale."

The trial period for the new travel policy ends on September 30. TMCs and suppliers remain in the dark as to what the next step is. "I've asked Treasury for their project plan, but it hasn't been shared with anyone in the industry," says Nomvula.

"We're sitting in the middle of August and we're all

saying it's a trial period – at the end of 40-odd days this whole thing comes to an end – what happens then? I don't know," says **Grant Sandham**, group sales and marketing manager of Premier Hotels and Resorts. "We've had this trial period and I don't think as a collective we know what works and what doesn't." ■

# WE KNOW IT'S HARD TO SAY GOODBYE

At aha, our rooms change in ways that make you fall in love with us again, and again. From our famous turn-downs to little creature comforts that make your stay much more memorable, our rooms surprise you in unique ways each and every day.





Book your stay at [www.aha.co.za](http://www.aha.co.za)

#ahamoments

TNW7787SD



SOUTH AFRICAN AIRWAYS VOTED

# THE BEST AIRLINE IN AFRICA



FOR THE 14<sup>TH</sup> CONSECUTIVE YEAR

ALL THANKS TO THE SUPPORT OF  
OUR PASSENGERS AND THE  
DEDICATION OF OUR STAFF



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER



### LUX\* Maldives hotel gets a fresh look

LUX\* Resorts & Hotels will reopen LUX\* South Ari Atoll in the Maldives on September 1. The 193 pavilions and villas have received a new beach house look with a nautical theme. The resort's seven restaurants and five bars have also undergone a complete overhaul. The hotel will be the largest in the LUX\* portfolio.

### City Lodge releases financials

CITY Lodge Hotels has seen a drop in profits of nearly R3m for its financial year ending June 30. The hotel group posted a profit for the period of R315,3m, compared with last year's R318,3m. The group expects to open a new 151-room Town Lodge in Windhoek and two new City Lodge-branded hotels in Nairobi and Dar es Salaam during the second half of next year. It is still awaiting financial approval for a 148-room City Lodge Hotel in Maputo, with construction expected to start soon.

### Le Victoria goes high-tech

BEACHCOMBER has added some new features to its Le Victoria hotel in Mauritius. The new Skype Bar offers free, high-speed Internet to guests and the Teens' Club now has networking facilities and a mobile app called Beachcomber TAMDAM. The adults-only wing is still in development, with construction starting in 2017.



## All smiles

SAA hosted an Abuja workshop on August 18 in Johannesburg to encourage agents to sell tickets to the destination. The airline launched flights to Abuja on January 26. A workshop in Cape Town took place on August 25 and another will run in Durban on September 1. Pictured here from SAA are (from left): **Denise Kotze**, retail channel manager – Market SA, Special Interest Groups – Sales; **Amanda Gobhozi**, customer acquisitions and trade marketing manager; **Aaron Munetsi**, acting cco; and **Faith Sikakane**, regional sales manager – Coastal Sales. Photo: Shannon Van Zyl

# Rovos relaunches rail favourite

KIM EMMANUEL

**R**OVOS Rail has relaunched the Shongololo Express as a three-star train offering after acquiring the product earlier this year.

Following the relaunch, Rovos is offering three tours on the train – a 15-day journey from Pretoria to Cape Town, a 12-day journey from Pretoria to Victoria Falls, and a 12-day journey from Pretoria to Swakopmund. Children are welcome on the train.

**Brenda Vos**, communications manager, said although

Shongololo differed from Rovos Rail in that it was a three-star product, it offered five-star service on board. Shongololo is also not fully inclusive. Breakfast, dinner, and selected lunches are included. Modern and traditional local cuisine is offered on board in two of the train's dining cars.

The train has undergone a soft refurbishment and comprises en-suite cabins with double or twin beds that are able to accommodate up to 72 guests.

Air-conditioners are available in all the cabins.

Gold twin accommodation has twin beds and en-suite bathroom with shower, toilet and basin. Gold double accommodation offers a double bed and en-suite bathroom. The Emerald twin includes twin beds with a small lounge area and en-suite bathroom, and the Emerald double accommodation comprises a double bed with a small lounge area and en-suite bathroom.

Shongololo Express travels during the night and offers guests off-rail activities during the day to experience the sights of the area. ■

# CemAir grows network

HILKA BIRNS

DOMESTIC niche route operator, CemAir, is expanding its network and has grown its fleet with a new 50-seater Bombardier Dash-8 Q300 to boost capacity on its popular Margate and Plettenberg Bay services.

Co-owner, **Laura van der Molen**, confirmed that a Cape Town-Hoedspruit route via Johannesburg, to be operated with the airline's existing fleet of 50-seat Bombardier CRJ jets, was pending finalisation of operator changes at Hoedspruit Airport.

The airline announced recently that it would launch flights between Bloemfontein and Port

Elizabeth on October 4. The twice-weekly flights will be operated by a 19-seat Beech1900D.

Laura said the new Dash-8 Q300 aircraft was a turboprop but offered a jet-like experience because of its noise-cancelling technology. It was able to land and take off on shorter runways, such as those at Margate and Plettenberg Bay, and therefore was ideally suited to boost capacity to these destinations during peak times.

National sales manager, **Shaniel Singh**, said Margate was CemAir's most popular route, with 14 off-peak flights a week increasing to 22 a week in peak season. Traffic

on the route is split equally between leisure and corporate, thanks to strong support received from the Margate business community. Shaniel said Plettenberg Bay was a seasonal leisure route, but CemAir was working closely with Plettenberg Tourism to boost traffic during the off-season.

Meanwhile, planned CemAir flights to Grahamstown are on hold after the debt-ridden local municipality was unable to provide fire-fighting services at Grahamstown Airport. Shaniel said CemAir had upgraded the airport (as it had done at Margate and Plettenberg Bay) but could not provide fire-fighting services as well. ■

## ALL ROADS LEAD TO ROSES.

Earn up to R50 worth of ClubRed Roses every time you make a discretionary rates booking for your clients with Avis. You can exchange your Roses at any time for eBucks and spend them on making your very own dream holiday come true. So wherever you choose to go, choose the company that will always try harder to help you get there.

## UNLOCK THE WORLD

Visit [clubred.co.za](http://clubred.co.za)  
Terms and conditions apply.





An experience  
so good,  
you'll sleep  
right through it.

Our exceptional British service  
includes fully flat beds\*, premium lounges  
and à la carte dining, ensuring you  
arrive ready for business.

To Fly. To Serve.



**BRITISH AIRWAYS**

\*Image depicts Club World cabin, available on long-haul flights to London and beyond.





Girls having fun!

In celebration of Women’s Month, Air Mauritius hosted a Girls’ Night Out at the always entertaining Beefcakes in Illovo on August 5. Pictured here are (from left): Evi Moller, sales executive LUX\* Resorts and Hotels; Carla Da Silva, Air Mauritius regional manager: Southern Africa and Latin America; and Alexis Bekker, head of sales and marketing South Africa and Africa, LUX\* Resorts and Hotels. Photo: Leigh Hermon

## Arik Air reschedules Johannesburg-Lagos flights

HILKA BIRNS

ARIK Air has announced new flight times for its daily JNB-Lagos B737-800 flights to enable better connections to its West African destinations. The new timings also mean returning passengers don’t have to spend the night in Lagos but can return the same day, says sales executive, **Lorene Steinmann**. Flight W3 104 now departs Johannesburg at 23h15, arriving in Lagos at 04h30. Flight W3 103 departs Lagos at 13h30, and arrives at Johannesburg at 20h40. She says while the new flight times mean that returning flights arrive too

late for onward connections from Johannesburg, the airline finds that its customers prefer to overnight in Johannesburg rather than in Lagos. She says the airline is establishing a transit lounge for economy-class passengers in Lagos, scheduled to open in November. A new baggage allowance enables business-class passengers to take three 32kg bags and economy-class passengers to take three 23kg bags. Both classes can take 10kg of hand luggage. Lorene says the airline does not carry other cargo on the route at the moment, which facilitates the bigger baggage allowance. ■

## Comair acquisition called off

DARISE FOSTER

COMAIR has called off the acquisition negotiations it entered into earlier this year. In April, Comair told its shareholders it had entered into negotiations to potentially acquire a business which, if successfully concluded, “may have a material effect on the price of the company’s securities” (see TNW April 20). But **Erik Venter**, ceo of Comair, told TNW the acquisition had since been called off because “matters arose that the other party still has to deal with

before the acquisition can be reconsidered”. He still could not give any details about the business that Comair was in talks with, but confirmed that there were no other acquisition talks taking place at the moment. Meanwhile, Comair is still awaiting a court date to have the matter of its compliance in terms of foreign ownership heard, as part of its ongoing battle with the Air Services Licensing Council (ASLC). “We could be waiting for many months before we get a date,” Erik says. ■

## Airbnb for meetings?

DEBBIE BADHAM

THE sharing economy has spread to the meetings and events sector and may soon find its way to South Africa. Spacebase, which allows companies to book and pay for “out of the box” meetings venues online, has already conducted a small test launch in South Africa, though it has not yet decided when it will launch fully. The concept behind Spacebase is to offer stimulating and creative meetings spaces rather than having attendees in a more conventional meeting room of ‘four white walls’, for example a boxing ring or famous international building. More than 2 000 spaces are bookable in ten different countries. The company’s portfolio is maintained by a global network of scouts who regularly hand-pick spaces for their clients. Bookings can be made from anywhere in the world. **Stephan Ekbergh**, well known for his involvement in Travelstart, is involved in the initiative from an investment and strategic perspective.

While Spacebase’s core market is German, co-founder, **Jan Hoffmann-Keining**, says once the company’s growth in Germany slows down it will officially look to expand into other markets in other countries. Jan says, when the company first launched, it was well received by more innovative companies in the professional services space, such as media agencies. He says these companies are accustomed to making use of more innovative venues and would just have booked these venues themselves in the past. He says the more traditional companies that previously would not have thought of using venues such as these, have become captivated by the new concept. These corporates have proved to be very loyal clients, says Jan. Spacebase says it provides meeting rooms that are up to 40% cheaper than traditional venues. However, Jan says for most of the larger companies it services, budget is less of a consideration. “They are rather more concerned with finding the perfect room to meet their needs.” ■



Lanseria Airport welcomed the first FlySafair flight from Cape Town on August 1. Pictured here (from left) are: vp sales and distribution at FlySafair, **Kirby Gordon**; ceo of Lanseria International Airport, **Rampa Rammopo**; and ceo of FlySafair, **Elmar Conradie**. Photo: Leigh Hermon

## FlySafair targets the trade

HILKA BIRNS

FLYSAFAIR has launched a trade awareness campaign involving a trade-specific information brochure and greater visibility at trade shows to educate agents about the airline and why they should feel confident to book with them. FlySafair sales distribution manager, **Samantha Winchester**, told TNW at a recent Aviareps Airline Mini Fair in Cape Town, that agents were often reluctant to sell FlySafair because it was a new airline, not knowing that its parent company, Safair, had been around for more than 50 years. The information brochure also details FlySafair’s lata membership, IOSA safety certification, BBBEE certification

and 97% online performance for the year, important aspects for corporate clients. Samantha said FlySafair fares would be available on Travelport soon but a launch date had not been finalised. The airline is already targeting the business market by selling its seats on BidTravel’s MyMarket corporate online platform. Earlier this month, FlySafair launched twice-daily flights (Saturdays, once daily) between Lanseria and Cape Town; and daily flights between Lanseria and George, using B737-400s on both routes. The airline’s fleet has grown from two to six aircraft in just under two years and it plans to add two new B737-400s by the end of the year. ■

# Low oil price hits Africa corporate travel

TESSA REED AND TARYN NIGHTINGALE

INDUSTRY experts say the decline in the fortunes of the oil industry – as evidenced by the current low price of crude oil – has led to a decrease in the number of corporate travel bookings into Africa.

“A lot of investments on the continent are in limbo because decisions cannot be made when commodity prices are too low.”

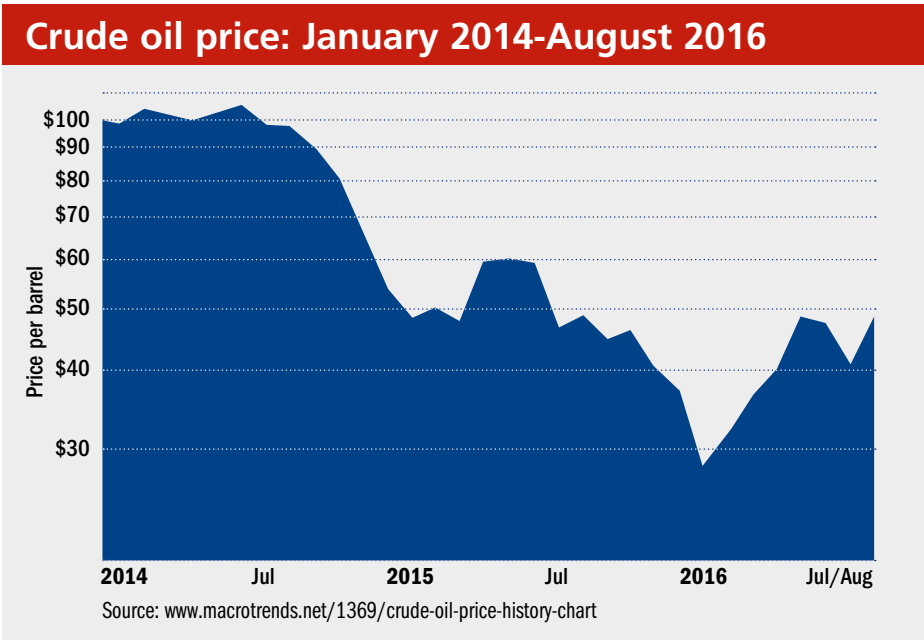
Tourvest Travel Services’ corporate travel bookings into Africa have declined by more than 30%, mainly due these factors, says ceo, **Morné du Preez**.

**Vanessa Krook** manager, marketing, communications and supplier relations of BCD Travel, says its consulting arm, Advito, can anticipate a decrease of business

travel in Africa year on year, compared with 2015.

According to **Lee-Anne Bac**, director of Grant Thornton Johannesburg, the slowdown is related to both the oil crisis as well as South African companies that had expansion plans in Africa finding it hard to replicate their business model on the continent. For example, she says, Shoprite which was expanding rapidly into Africa is now pulling out. Lee-Anne says the oil crisis has had a big impact on Mozambique, Nigeria and Angola. “Just look at those economies; they are in huge difficulty.”

**Wayne Troughton**, ceo Hospitality & Real Estate Consulting at HTI Consulting, says a lot of investments on the continent are in limbo because decisions cannot be made when commodity prices are too low. “In Angola, for example, some of the oil companies have actually pulled out because, where the oil price is now, it’s not worth them exploring.”



Because of the drop in demand, Wayne says hotel occupancies in a lot of African cities are at the lower end of 50%. Some hotel developments on the continent will likely be put

on hold as a result of the slowdown. “If the oil price remains at its current level, it will have a long-term negative impact on corporate travel into Africa. Corporates

would have to change their long-term cost structures to continue operating with it at the current level and I doubt they’d be able to do that over the remainder of the year,” says Morné. ■

Travelport Smartpoint



Enhancing your selling experience

Travelport

Redefining travel commerce

At Travelport, we are always striving to find ways to improve our solutions to meet your business needs. With Travelport Smartpoint 7.1 we've improved usability and some additional features that you've been asking for to help you sell more travel, more easily.

Highlights on Travelport Smartpoint 7.1:

- Experience easier navigation with the new toolbar settings in Grid View Mode
- Book the right car by viewing images directly from car availability
- Launch Travelport Rooms and More from a hotel availability screen for instant comparisons
- Hold seats and defer payment with United Airlines
- Reduce the number of lines returned in Fare Shopping and Availability thus increasing response times
- Save time by sending account codes for ACH direct payment carriers in addition to GDS carriers

Upgrade to the fastest and most enhanced version of Travelport Smartpoint 7.1 FREE today

 @TravelportZA

To find out more visit [www.travelportsmartpoint.com](http://www.travelportsmartpoint.com)

TNW7760SD

QUICK READ FOR BUSIEST PEOPLE

Wednesday August 31 2016 ■ 7



# Cruise sales set to swell

DORINE REINSTEIN

THE cruising market is set to become more lucrative for travel agents, with sales growing rapidly each year.

According to the recent *Industry Outlook Report* published by the Cruise Lines International Association (CLIA), nearly three out of four travel agents (73%) expect increased sales this year. To bolster this finding, a quarter of those agents are anticipating sales increases of 10% or more.

"We estimate we will double our production in the next three years," says **George Argyropoulos**, ceo of Cruises International.

Cruising is gaining in popularity on an annual basis, says George. He says the reasons range from the fact that it is extremely affordable; all inclusive; that travellers can see multiple destinations without the hassle of travelling; and that it caters for all lifestyles, life

stages and budgets.

George says the Mediterranean and the European rivers are still the most popular for South Africans, mainly because of the history, culture, great weather, shopping and variety of destinations.

**Cindy D'Aoust**, president and ceo of CLIA, said: "A key finding from the report is that, as people continue to travel the globe, travel agents are playing a vital role in matching travellers' desires to the right cruise experience, both near and far."

In South Africa, travel consultants also have a key role to play, says George. "The public are not familiar with the product and, in itself, it is complicated. There is a myriad of choices of brands, ships, types of accommodation, lifestyle offerings and pricing to choose from." He adds that travel agents who educate themselves about cruising are likely to profit from selling it. ■



## Tips from Louis the Lawyer – beware the exceptions

In each instalment in this series, **Advocate Louis Nel** discusses aspects of the CPA that affect the relationship between travel suppliers and consumers.

AS WE'VE discussed in the first two parts of this series, even though the common law is 'alive and well', travel suppliers need to be aware that they have increased responsibility when it comes to senior citizens, illiterate and infrequent travellers.

When it comes to possible double meanings contained in documents that govern the relationship between the consumer and the supplier, Section 4 of the CPA directs the Court to 'prefer' the meaning that will benefit the consumer. This must be kept in mind when you, as a travel supplier, are drafting documents and engaging in the sales process.

What's more, the Court must interpret any restrictions, limitations or exclusions of the consumer's rights contained in these documents to the benefit of the consumer, ensuring these restrictions are limited to the point that a reasonable person would ordinarily expect. This must be taken into consideration with regard to the content of the document, the manner in which it was prepared and presented as well as the circumstances of the transaction or agreement.

**What to do**

- Be extremely cautious when dealing with senior travellers, first-time travellers and those who have travelled but are not well versed in travel or have challenges such as illiteracy.
- Review all the documents you use and take special care to ensure they don't contain ambiguities or contradictions. Ensure that clauses such as indemnities and limitation of liability or restriction of consumer rights are carefully worded and explained to the traveller.
- Get the traveller to acknowledge the explanatory discussion and issues addressed by signing or at least initialling the relevant clauses or travel guidelines. ■



Travel with  
Peace of Mind



Professional Service  
Ethical Conduct  
Trustworthiness  
Market Leadership

ASATA members have signed the  
ASATA Charter committing to...

[www.asata.co.za](http://www.asata.co.za)





Work for yourself. Not by yourself.

With us...it's personal

Travel with Peace (TM) Ltd  
ISO 9001:2008  
Certified Company





The imposition of VAT will not affect the competitiveness of this South African favourite, writes Michelle Colman.

## Still great value, despite VAT

SINCE July 1, visitors to Zanzibar have been paying 18% VAT on a number of tourism services as levied by the Tanzanian government. Accommodation, however, is exempt from the tax.

At present, services liable for VAT include park fees, ground transport, tour guiding, game drives and water safaris.

The VAT, at this stage, will not be added to the actual accommodation portion of the traveller's holiday, where the bulk of the spend generally lies, but of course will affect the additional excursions on offer, says **Alexis Bekker**, director of Brandom, which represents the hotel group Emerald Collection in South Africa.

She says travel from South Africa is operating in an extremely price-sensitive market at present, so any increases naturally scare the industry and the consumer. "However, we don't believe that these increases will have too much of an impact on the business.

"Zanzibar is a firm island favourite at present and the demand seems to be increasing daily – we believe this will continue. The hotels and airlines are committed to delivering great value for money and will continue to impress travellers with the offers," she says.

The tax "will have a minor negative impact on our package prices, but Zanzibar still remains excellent value for money," says Thompsons Holidays' pr and media manager, **John Ridler**. Similarly, **Hein Kaiser**, spokesperson for low-cost airline, Mango, says: "In



**Alexis Bekker**

terms of selling flights, the impact of the 18% VAT is minimal and will only affect ground handling. Zanzibar will still remain extremely competitive."

Recently quoted in *East African Business Week*, Tanzanian Finance and Planning Minister, **Dr Philip Mpango**, said the 18% charge on tourism services was initiated after thorough research. He said the proposal had been developed after the ministry

became convinced that VAT charges were not a major factor affecting tourists' decisions regarding the destination.

Zanzibar's appeal for South Africans, however, is strongly tied to its affordability and, should it become too expensive, this could be detrimental to the market.

A rise in costs could also negatively affect the island's tourism industry, with South Africa accounting for 10% of the inbound market, says Hein.

### Value across categories

For the moment, Zanzibar continues to represent value for money and, as John indicates, with six-night fly-in packages starting from R9 100 at an appealing four-star hotel on a superb beach with half board and nightly entertainment, prices are hard to beat.

Through all categories of accommodation, value remains good. According to Hein, Zanzibar is one of the few island destinations that offers a wide range of options, from one-star backpackers' facilities to

five-star-plus hotels. "To the north of the island at Nungwi, accommodation is at a premium but there are some exceptional three-star resorts like Coral Rock Hotel, and the Amaan Bungalows.

"Even at the top end, the five-star Gold Zanzibar Beach House and Spa Resort offers amazing value and the Sea Cliff Resort and Spa with golf course has excellent rates.

"Zanzibar is affordable, full stop," says Hein.

Alexis points out that five-star hotels offer four-star rates, and this pricing is likely to continue while the supply meets demand.

Further, Emerald Collection's Dream of Zanzibar and Hideaway of Nungwi, operate on an all-inclusive basis, with the attractions of no hidden costs or nasty surprises on the final bill. Both establishments offer a variety of dining options.

Alexis says all-inclusive options can prove more cost-effective than cheaper hotels, where guests may land up paying more with the additional spend.

Hein notes two periods in the year when value is at its peak. Between April and June the island experiences its monsoon season, when tourism services are more affordable; as it generally does not rain all day, a good beach holiday is still possible.

Money can also be saved in October and November when the European holiday season has dwindled and the weather is not at its hottest.

Alexis suggests considering all the costs when doing research. "Remember that Zanzibar is not commercialised and therein lies the appeal, but you do want to be sure of certain comforts on holiday, so be certain to check what is on offer at the resort to avoid disappointment."



## Easy access from SA

PART of Zanzibar's appeal is the ease of travel to the destination. "Zanzibar is regarded as cost-effective and totally safe destination," says **Geraldine Boshoff**, marketing manager at Sure Travel's head office in Cape Town, pointing out that South Africans do not need visas for entry.

Travel agents can advise clients that this exotic destination offers beautiful beaches, warm seas, safe swimming and interesting history. "If you are not bound by school holidays the cost will be very favourable, especially if you avoid the European high seasons," she says.

Geraldine advises consultants to ensure that transfer companies are professional, reliable and have proper insurance in place. "Do not travel without travel insurance," she cautions.

She also advises pre-booking a few of the great selection of day excursions.



## Useful info for your travellers

ZANZIBAR is a cluster of small islands, 40km off the coast of Tanzania. The archipelago comprises two main islands – Unguja or Zanzibar Island, and Pemba – and a number of smaller islets and atolls. Zanzibar City is the capital and at its heart is historic Stone Town, a Unesco World Heritage Site.

**Best time to travel:** June to September are dry and cool. From December to February it is hot and dry. Best months for scuba diving are July, August, February and March. Diving off the north coast is good from June to October and off the south coast from November to March.

**Air connections:** Mango flies to Zanzibar on Tuesdays and

Saturdays and adds flights in the December high season. In July, fastjet updated its flight schedule between Johannesburg and Dar es Salaam and introduced direct, non-stop flights between Johannesburg and Zanzibar. The airline offers twice-weekly direct, non-stop flights from Johannesburg, with flights departing OR Tambo at 11h30 on Mondays and at 12h10 on Fridays, arriving in Zanzibar at 16h05 and 16h45 respectively. Return direct, non-stop flights depart at 08h50 on Wednesdays and Sundays, arriving in Johannesburg at 11h35. Fastjet also operates four return flights a week to Dar es Salaam, departing OR Tambo at 11h30 on Mondays, 12h20

on Wednesdays and Sundays, and at 12h10 on Fridays. Return flights from Dar es Salaam to Johannesburg depart at 08h05 on Mondays, 07h50 on Wednesdays and Sundays, and at 08h45 on Fridays. SAA also flies daily to Dar es Salaam and passengers can transfer to the island via air or by ferry, which takes up to two hours. It should be borne in mind that the journey from airport to ferry port can also take a couple of hours, depending on traffic.

**Dress:** There is a largely Muslim community and visitors should be sensitive to locations where modest dress is required and where drinking alcohol would be discourteous.



Stone Town’s narrow streets bustle with shops. Photo: Mango

**Currency:** The Tanzanian shilling (TZS)). Travellers are advised to take US dollars. There are ATMs in Stone Town. Credit cards can be used in hotels.

**Must-do excursions:** Tour to a spice farm; Stone Town and Prison Island tour; snorkelling trip; scuba diving; visit to the Seaweed

Centre (seaweed products are major exports); dhow cruise; Jozani Forest nature trail; swim with dolphins at Kizimkazi; Forodhani Night Market.

**Time:** GMT+3

**Language:** Swahili, but English is spoken in tourist attractions and resorts.

**3\* PLUS MY BLUE HOTEL**

JNB from **R11 955\***

INCLUDES: • Return flights, taxes and transfers • 6 Nights stay • Breakfast, lunch, dinner & selected drinks

**FREE:** Afternoon tea served daily

Valid 01 Sep - 22 Dec '16 • REF: 1306043

High season fare supplement applies 01 Nov - 22 Dec '16

**SAVE R595**

**4\* DOUBLETREE BY HILTON RESORT NUNGWI**

JNB from **R12 699\*\***

INCLUDES: • Return flights, taxes and transfers • 6 Nights stay • Breakfast, lunch, dinner & selected drinks

**FREE:** Wi-Fi • High tea served daily

Valid 16 Sep - 21 Dec '16 • REF: 1283063

High season fare supplement applies 01 Nov - 21 Dec '16

**SAVE R635**

Enquire for flights from DUR & CPT

Standard Thompsons T's & C's apply. E&OE

Contact **Thompsons Holidays** on JNB - 011 770 7700

DUR - 031 275 3500 • CPT - 021 408 9555

[www.thompsons.co.za](http://www.thompsons.co.za)



Hideaway of Nungwi, perfect for a honeymoon.

## Some great deals on offer

- Thompsons is offering an all-inclusive fly-in package at Double Tree by Hilton Nungwi, until December 21, from R13 050 per person, including all meals, high tea and selected drinks.
- Emerald Collection has a honeymoon offer of a 10% discount for all dates of travel until December 20, which includes a 30-minute massage for two, sparkling wine, romantic dinner and room upgrade, subject to availability. It is valid for both Hideaway of Nungwi and Dream of Zanzibar.
- With Zanzibar being very much a package market, Mango issues specials regularly. According to **Hein Kaiser**, this can be as often as at fortnightly intervals. Keep an eye out for these.
- Checkout Tours has a special at the four-star My Blue Hotel between September 1 and October 31. R14 075pps gets the client return economy airfares from Johannesburg, seven nights' accommodation, transfers, airport taxes, three meals daily and selected drinks. A second special at the three-star Coral Rock at R9 510pp between September 1 and November 30, buys the same, but meals include breakfast only.
- Over the festive season, The Holiday Factory is offering an all-inclusive seven-night package from R18 535pps at the four-star Azao. Included are return flights departing Johannesburg, airport taxes and transfers.
- AfricaStay has a number of four- and seven-night specials with varying validities from now until December 20. Prices start from R8 445pps up to R20 825pps. Return flight departing Johannesburg, airport taxes and meals on an all-inclusive basis are included. Resorts include Reed & Beach, Paradise Beach, Uroa Bay Beach Resort, My Blue Hotel, Doubletree by Hilton Nungwi, Mapenzi Beach Club, La Gemma Dell'est, Hideaway of Nungwi and Azanzi. High season supplements may apply.
- Falcon Africa Safaris is running a five-night special from September 1-December 20 from R11 900pps for five nights on a half-board basis and from R16 900 on a fully inclusive basis. ■



# More Mango on **GDS**



*At your  
service*

## **YOU CAN NOW:**

Book and Hold | Manage a full itinerary  
Access BSP functionality for ease of settlement

HERE'S TO MAKING  
BOOKING EASIER AND  
MORE CONVENIENT



celebrating 10 years | [flymango.com](http://flymango.com)



Photo: SA Tourism

September is Tourism Month. Sue van Winsen looks at the major marketing challenge posed by South Africans' mindsets about domestic travel.

## Tackling travellers' lacklustre attitude

**D**ESPITE international tourism into South Africa showing healthy growth for the first quarter of 2016, the number of domestic holiday trips taken by South Africans was down 17% when compared with the same period last year.

"We don't have a culture of travel in South Africa," says **Margie Whitehouse**, chief marketing officer of SA Tourism. She says the country's apartheid history is one of the major reasons why South Africans are hesitant to travel locally.

"We are just finishing new research into the domestic market and have found that, if you look at the bucket list of top travel destinations for today's millennials, not a single one of the places they want to travel to is local," she says. "They are all international and the reasons for this stem deeply from our apartheid history when it was terrifying to travel in SA." She says cross-cultural issues have also exacerbated many South Africans' unwillingness to travel within their own country.

Margie says that, currently, just 29% of South Africa's tourism income comes from domestic travel, but in other countries with a healthy domestic market, like Brazil, China, India, the US and France, it contributes as much as 60% of the

country's tourism income.

### Marketing issues

One challenge is that there is a perception that overseas travel is more aspirational than local travel. She says this couldn't be further from the truth, with South Africa being home to some of the most sought-after, luxury experiences in the world.

While there is a problem with the way in which marketers message, there is also an issue where the trade prioritises markets with dollar and euro spend, says Margie.

"We have a massive job to do throughout SA to really create a culture of domestic travel and our research has shown that affordability is the biggest issue." Another big problem is lack of information, says Margie, adding that people tend to travel to the same places over and over again instead of trying out new options. "We need to deliver exciting content that provides them with inspiration in terms of what they can do when travelling to various destinations."

### Bleisure trips

However, some of the most exciting opportunities for agents to generate local travel business comes from existing markets, including those travelling to visit friends and relatives

(VFR), which accounts for a significant portion of SA's domestic travel.

Another lucrative opportunity may stem from convincing corporates to add on a few holidays to their local business trips. To drive this, SA Tourism, in partnership with Asata, recently launched a pilot project to encourage business travellers to incorporate a leisure component into their corporate trips, also known as 'bleisure'.

Business travellers were invited to select from a range of specially created bleisure experiences and affordable deals offered by various Asata members who received training on the various packages. It formed part of SA Tourism's domestic marketing strategy under the campaign 'A Million New Experiences are a Sho't Left Away' to promote a culture of travel in South Africa.

Over 1 000 corporates in various industries, including banking, telecommunications, as well as government, were exposed to domestic travel destinations through



Kim Koen

the campaign. Asata gm, **Kim Koen**, says successful activations were run across three blue-chip companies in SA, with an additional 17 scheduled before the end of the year.

"Incorporating stunning visuals of South Africa's travel destinations and a beautiful brochure with a range of specially selected packages, our activation booths have been set up in busy public spaces

and experienced consultants are on hand to assist travellers with their local holiday enquiries and needs," says Kim.

**Annelize Arthur**, business manager HRG Rennie's Travel, which was involved in the pilot project, says business travellers have expressed particular interest in the Kruger National Park, Cape Town, Sun City and Limpopo province for game-drive experiences. "This domestic travel initiative has been a great way to share the local holiday experiences on offer and break the perception that domestic breaks are expensive," says Annelize.

## Four top festivals for locals in 2017

### 1. Cape Town International Jazz Festival: March 31-April 1

The award-winning annual Cape Town International Jazz Festival continues to grow in popularity. Dubbed 'Africa's Grandest Gathering' by organisers, the 18th edition will take place at the Cape Town International Convention Centre. In 2016, the festival attracted almost 40 000 jazz fans, who came to hear local and international icons in the music industry. Showcasing

home-grown talent is a key priority for the organisers, and attendees of the Cape Town International Jazz Festival can expect an exciting line-up. Tickets are expected to go on sale in October through Computicket.

### 2. The Joburg Shopping Festival: July/August

Known as the retail hub of Africa, Gauteng hosts an annual shopping festival, where various popular

shopping malls across the province offer huge sales over a 13-day period. The Gauteng Tourism Authority, which is one of the partners of the event, says it was initially inspired by the well-known Dubai Shopping Festival, and aims to profile the city and province as a convenient and budget-friendly shopping destination.

**Nonnie Kubeka**, head of the Gauteng Conventions and Events Bureau, says: "The Joburg Shopping Festival

supports not only the tourism sector, but also retail, design and manufacturing."

### 3. Grahamstown National Arts Festival: June 29-July 9

The festival is one of the most popular on the South African cultural calendar, and runs every year for 11 days in Grahamstown in the Eastern Cape, 130km from Port Elizabeth.

To page 14



# Great Gauteng outings for women

**N**ational Women's Day was on August 9. To celebrate women in the month of August, GTA selected some excursions and activities for women to explore and enjoy!

For a pamper session with a difference, Zaza's Guesthouse & Spa in Pimville, Soweto, offers deluxe accommodation that is the perfect place to unwind after a thrilling day of adventure. Zaza's luxurious spa with two treatment rooms offers a range of massage and beauty treatments, while its well-appointed accommodation comprises



**Ayanda Hermanus from Zaza's Guest House and Spa.** a deluxe suite with queen-size bed, en-suite bathroom with shower and private balcony; and two standard rooms – with queen-sized or twin beds and a shared bathroom.

To celebrate Women's Day, Zaza's owner, **Ayanda Hermanus**, is offering women two attractive packages for the month of August. The day package starts from R1 150pp and includes a half-day tour, 60-minute hot-stone massage and buffet lunch. The overnight package, from R1 650pp, includes one night's accommodation with full English breakfast, a half-day tour, a hot-stone massage, and R300 dinner voucher for Restaurant Vilakazi on Vilakazi Street. Zaza's offers free WiFi and operates a shuttle service for guests.

## Explore the Cradle of Humankind

*Cradle Boutique Hotel*, the newly constructed Hotel located on Route T3, Kromdraai Road, Lanseria, also boasts a refurbished 220 seater *Restaurant & Conference centre* with stunning views over the eastern escarpment of the Cradle of Humankind. *Cradle Boutique Hotel*, offers luxury accommodation for 20 guests from the 1st August 2016 and 40 guests from the end of October 2016.

The *Cradle Nature Reserve* is a private nature reserve situated in the heart of the Cradle

of Humankind, a World Heritage Site. Covering over 7,000 hectares, the reserve is home to several species of antelope, giraffes and other mammals and there are also 197 species of bird present in the reserve

This luxurious property housed in the Cradle Nature Reserve. A short 35 minutes drive from Fourways, you will find a boutique hotel with unbeatable and breathtaking views

All of this is nestled in the heart of a UNESCO World Heritage Site – The Cradle of Humankind.

## X-head Half-day tours

**G**auteng women can now choose from three half-day tours:

*Birding on Bicycle* – an off-road mountain bike birding adventure guided by *Bay of Grace Tours*, that explores birding in Soweto's green spaces; a Sophiatown tour with Eyitha Tours that explores Sophiatown's rich history and heritage; and a walking or electronic bike tour of Alexandra township with operator, *The Hub Presents*. The tour visits Mandela's Yard, Alexandra Heritage Centre, Olive Tree Theatre, a traditional healer, and residents' homes that have been transformed into mini art galleries showcasing local artists' works.

### Shopping with a difference

For the more adventurous, *Past Experiences' 'I Love Shopping Tour'* in Johannesburg's inner city is one that women love, says owner, Jo Buitendach. The walking tour visits fabric, clothing, handbag and coat shops, a traditional medicine shop as well as a Chinese supermarket. "A lot of people come on this tour to visit the fabric shops, as Ferreirasdorp and Diagonal Street are famous for traditional fabrics like Shweshwe. On

the tour they learn about the history of the fabrics and who wears what," says Jo.

The scheduled two-hour budget tours cost R160 per person, while private tours cost R900 for two, with the per person price decreasing as more people are booked on the tour. Private groups of 10 pay just R160 per person. The tour starts and ends at the new Mad Giant brewery at The Sheds at 1 Fox Street, where the group can enjoy lunch after the tour.

### Explore quaint Cullinan

For those who want to get out of the city, Cullinan offers a great day out. Just 30km east of Pretoria, the main attraction in this well-preserved 19th century mining town with its Edwardian period buildings, is the Cullinan Diamond Mine, where the world-renowned Cullinan diamond was discovered. There are also quaint shops in the village, a great selection of restaurants, outdoor cafés and a lovely selection of guesthouses for those who want to stay the night.

Cullinan Tourism and History is the only operator in town that offers an underground tour of the

mine.

The Underground Mine Tour (R550pp to the public and R500pp STO rates), takes visitors down the mine to see how diamonds are extracted. The tour price includes two above-ground tours that can also be booked separately. These are the 90-minute Journey of a Diamond tour, and the Historical Village Tour. The Journey of a Diamond tour takes visitors through the surface workings of the mine on a truck. The tour visits the mineshaft where diamond-bearing ore is hauled to the surface and then proceeds to the crushers, sort house, mine dumps and the big hole, which is four times larger than the Big Hole in Kimberley. The public rate is R150pp and the STO rate, R120pp.

The Historical Village Tour is loads of fun. Guests learn about Cullinan's fascinating history while being transported through the village on an old railway tram pulled by a tractor. The public rate is R80 and the STO rate, R65.

Two other operators, Premier Diamond Tours and Cullinan Tours, offer surface walking tours of the mine. Both offer STO rates.



**From left Alida Canevari, Group Sales and Marketing Manager and Chantelle Els, Reservations Manager from Urban Hip Hospitality.**

## The Cradle Boutique Hotel has it all – and more.

Women can enjoy on-site private guided safaris, bush walks officiated by specialist guides, to two major fossil exploration sites – Gladysvale and Malapa, in partnership with world-renowned paleoanthropologist, Prof Lee Berger. Guided

game drives and game walks can be arranged – just book in advance to secure a spot for this one-of-a-kind experience! The picnic sites are situated along the Motsetse Stream offer picturesque areas for arranged picnic baskets and buffets.

For more information on what's happening in Gauteng, what to do and where to go, visit [www.gauteng.net](http://www.gauteng.net) download our Gauteng Travel Guide APP on Google Play and App Store, follow us on Facebook [ilovegauteng](https://www.facebook.com/ilovegauteng), on Twitter [@visitgauteng](https://twitter.com/visitgauteng) with #GPLifestyle #GeePeeShotLeft



## From page 12

Comprising a main and fringe programme, the festival includes drama, dance, physical theatre, comedy, opera, music, jazz, visual art exhibitions, film, student theatre, street theatre, lectures, a craft fair, workshops and a children's arts festival. It is known for its bold and experimental ethos, and performances are selected by a committee of experts in order to ensure every year's programme is varied and exciting.

### 4. Klein Karoo Nasionale Kunstefees (KKNK): April 8-15

The Klein Karoo festival celebrates Afrikaans culture through the arts and takes place in Oudtshoorn in the Western Cape every year. The 23rd edition is set to take place in April next year and will once again transform the streets of this usually sleepy Karoo town with art displays, theatre and musical performances. Tickets for individual events are sold separately and are largely available through Computicket.

## Four great domestic deals on offer

### 1. Bush break

Club Travel is offering a special three-night package (land only) for Black Rhino Game Lodge in a private section of the Pilanesberg Game Reserve. Rates start from R5 760pp for three nights' accommodation at the four-star lodge, including breakfast, lunch and dinner daily and two game drives per day. The rate excludes transfers, beverages and gate entry of R80pppn, paid upon entry. The special is valid from September 1-December 14, 2016.

### 2. Festive season treat

From R3 650pp, South Africans can enjoy four days and three nights exploring Mkuze in KZN's Zululand area during the festive season. The rate includes three nights' accommodation at the four-star Ghost Mountain Inn, dinner and breakfast, a boat cruise on Lake Jozini, an Mkuze game drive with a picnic lunch prior to departure and a R200 spa gift voucher. Kids stay free when sharing with two adults in selected family rooms. The special is offered through Ghost Mountain Inn and is valid between December 2016 and January 2017.



Camps Bay Retreat

### 3. Cape Town getaway

Travellers from Johannesburg, Durban, or even those living in Cape Town but in need of a break from routine can stay for two nights at the Camps Bay Retreat. Packages include return flights, inclusive of estimated taxes, and three days' car hire (for pax from JNB and DUR), daily breakfast and a bonus of a free dinner and R100 voucher towards a spa treatment or drinks. Rates start from R6 270pps ex-Johannesburg, R6 570pps departing Durban and R3 640pps from Cape Town. Valid from October 1-December 14, 2016.

### 4. Horse-riding adventure

Legend Hospitality Group is offering an eight-day horse-riding package at Entabeni Safari Conservancy. The package is best suited to experienced riders and includes two nights' accommodation at one of Entabeni's lodges, before heading out to a luxury fly camp for four nights and then returning to the lodge for the final night. Rates start from R5 990pps and include all meals, snacks, tea and coffee, game drive on arrival, as well as alcoholic and non-alcoholic beverages at the fly camp and horse-riding activities. Valid until October 31 for set departures. ■



Horse-back safaris. Photo: Legend Hospitality

 **clubtravel**

# WITH US, YOU WON'T HAVE TO CHOOSE

Flexible franchise options  
when you partner with  
'South Africa's Leading  
Travel Agency'



[www.clubtravel.co.za](http://www.clubtravel.co.za) | [franchise@clubtravel.co.za](mailto:franchise@clubtravel.co.za)

WP | Jo - 082 889 0773 GP | Lorraine - 084 602 4072 KZN | Marina - 082 793 5448 EC | Alistair - 076 509 3877



Births, deaths, marriages, promotions – we want to know! Please fax or e-mail TNW's Taryn Nightingale, at [tarynn@nowmedia.co.za](mailto:tarynn@nowmedia.co.za) or (011) 327 4094.



## Celebrating in Zanzibar

Pentavel jettied off to Zanzibar recently for its annual managers conference. The team stayed at the Diamonds La Gemma Dell'Est for four nights to celebrate and acknowledge the year's achievements and launch plans for the year ahead. Pictured here are (from left): Loryn Holmes, regional sales manager; Deanne Lester, financial manager; Bonita Wright, sales manager; Sean Hough, ceo; Jolene Campbell, regional sales manager; and Nicola Bradford, regional manager.

## Scooting in Switzerland

Hosted by Swiss International Air Lines and Switzerland Tourism, a group of South African travel specialists headed to Switzerland recently on a familiarisation trip. Pictured here tackling Mount Torrent on monster scooters are (from left): Tammy Hunt, operations director of eTravel; André Schulz, gm of Lufthansa Group for Southern Africa; Frederick Reynold, director of Reynolds Travel Centre; Mary Shilleto, ceo of Thompsons Travel; Morné du Preez, ceo of Tourvest Travel Services; and Robert Wilke, director of Travel with Flair.



## They're the tops!



Club Travel celebrated its top employees for the year earlier this month. Jolene Hendricks, quality controller, and Waseema Raven, junior ticketing consultant, each received R5 000 and a hamper, as well as lunch at the Strand Towers Hotel with the Club Travel directors. Pictured here at the prize handover are (from left): Charmaine van Niekerk, operations and hr director; Waseema; Wally Gaynor, md; Jolene; and Gary Mulder, financial director.

## Appointments

■ Dragonfly Africa and Green Route Africa are expanding their sales and marketing team. New dedicated roles include **Yolanda Woeke-Jacobs**, director: sales and marketing and department head; **Kerry Roos**, director: operations and product development; **Nwabisa Aaron**, sales and marketing executive; and **Antoinette du Preez**, group sales manager with a specific focus on MICE and leisure markets. In **Robin Mcleod's** new dedicated role as manager group marketing, he will focus on company brand and corporate brand integrity

and identity. **Ilyaa Narker** will take on the role of group sales manager with a specific focus on MICE and leisure markets. Ilyaa was previously senior account manager.

■ Thanda Safari Private Game Reserve and Thanda Island have welcomed two new members to their in-house team, based in Ballito. **Briarley Bekkerhas** been appointed to work alongside **Bronwyn Smith** as the new sales manager. **Sharon da Silva** also joins the Thanda team taking on the new role of travel desk co-ordinator, supporting the sales and marketing team.



011 789 3337

We have numerous vacancies available in both Travel Agencies and Tour Operators for experienced and qualified Travel Industry Professionals.

### Positions available in the following areas:

- Consultants (Inbound/Outbound/ Wholesale/Leisure and Corporate)
- Sales/New Business Development
- Finance
- Account Management
- Operations Management
- And more...

Should you be looking for a new and exciting career opportunity please contact either **Jean** or **Nono** or log on to our website to apply online.

E mail: [jeancv@pcs-sa.co.za](mailto:jeancv@pcs-sa.co.za) | [nonocv@pcs-sa.co.za](mailto:nonocv@pcs-sa.co.za)  
Web: [www.pcs-sa.co.za](http://www.pcs-sa.co.za)

APSO MEMBER

## Pick of the week

brought to you by



### Tour Consultant/PA – Johannesburg North

*Professional Career Services*  
Experienced tour consultant required for luxury safari company. Create tailor made itineraries and assist CEO with marketing and admin. R20-R30000.  
Email: [jeancv@pcs-sa.co.za](mailto:jeancv@pcs-sa.co.za)

### Intermediate/Senior Consultant – Leisure – Pretoria North

*Professional Career Services*  
Leisure consultant with some corporate experience. Amadeus essential. Quicktrav vouchers & frontdesk would be beneficial. Must be passionate about travel.  
Email: [nonocv@pcs-sa.co.za](mailto:nonocv@pcs-sa.co.za)

### General Manager – Cape Town

*Lee Botti & Associates*  
North. Lead and motivate all departments for internationally recognised, luxury tour operator. Duties include developing marketing and sales strategies! Sal R50 000.  
Email: [mailikam@nowjobs.co.za](mailto:mailikam@nowjobs.co.za)

### Senior Leisure Consultant – Cape Town

*Lee Botti & Associates*  
CBD. Agency seeks leisure whizz to join their dynamic sales team. Proficiency with Amadeus. Sal R15 000 + lucrative commission.  
Email: [mailikam@nowjobs.co.za](mailto:mailikam@nowjobs.co.za)

### Languages, Languages!! – Johannesburg North

*Equity Connections cc*  
Written/verbal language skills in French, German or Spanish highly sought after! Must have at least four years' senior level experience.  
Email: [equitycon@mweb.co.za](mailto:equitycon@mweb.co.za)

### Senior FIT Consultant – Johannesburg North

*Equity Connections cc*  
Impress with in-depth knowledge of destinations within Africa and handle full functions of in-bound FIT bookings. Senior experience essential.  
Email: [equitycon@mweb.co.za](mailto:equitycon@mweb.co.za)

### Junior/Intermediate Reservations Consultant – Randburg

*Wendy's Travel Personnel*  
Responsibility of booking hotels/camps for FIT or group bookings. Tour operations/lodge reservations experience of 3-4 years' essential!  
Email: [wtppositions@icon.co.za](mailto:wtppositions@icon.co.za)

These adverts were selected from the vacancy section of [www.travelinfo.co.za](http://www.travelinfo.co.za)  
For more details contact [jobs@travelinfo.co.za](mailto:jobs@travelinfo.co.za)





## We've teamed up!

Mango and Travelport joined forces in May after the airline made its fares and inventory available on the GDS. Pictured high-fiving, are Travelport's Yateen Dhaya (left), commercial manager Sub Saharan Africa, and newly appointed acting ceo of Mango, Nic Vlok. Photo: Shannon Van Zyl

## Iranian airline

From page 1

The two countries signed eight bilateral trade agreements in the fields of trade and industry, energy, mining, agriculture, water resources, and co-operation in intelligence gathering and anti-money-laundering initiatives, and developed an accompanying roadmap for strengthening economic co-operation.

At this stage it is unclear what the purpose of

establishing a route between Tehran and Johannesburg would be as Mahan Air could not be reached for comment.

World Stays & Events offers travel to Iran. However, senior consultant, **Jaco Nel**, says the operator receives four or five requests for business travel to the destination per year at most. "The introduction of a flight like this could see more people travelling to the destination," he says. ■

# BidTravel boosts business with brains

TARYN NIGHTINGALE

**B**IDTRAVEL has restructured its management team to grow its business in the leisure and corporate sectors by increasing its focus on personalisation and leisure travel, and by capturing and expanding its bleisure market.

With the appointment of **Marco Cristofoli** in July as coo of the Leisure Division and **Lidia Folli** in August as coo of the Corporate Division of BidTravel, the company aims to provide a more focused approach to its strategy.

"In the past we had the mds of the eight different brands all report to me – one guy who was in charge of everything," says **Allan Lunz**, md of BidTravel. The new structure allows BidTravel to plan for succession and provides a focused management team driven to increase the profitability of the business, he says.

Under the new structure, Allan will focus more on relationships with preferred suppliers and acquisitions.

Marco will continue to manage the expansion of



Meet the new management team (from left): Lidia Folli, coo of Corporate Division; Allan Lunz, md; and Marco Cristofoli, coo of the Leisure Division. Photo: Shannon Van Zyl

the Harvey World brand, to integrate BushBreaks across all brands and also to grow the fundamentals of the business.

Lidia will manage BCD, CWT, HRG Rennies, Travel Connections and Travel Wise.

"Although two separate clusters – leisure and corporate – exist, we want to create synergies across the businesses through cross selling," says Marco. This is a strategy BidTravel hasn't explored before.

"Corporates that do business with us need to understand that when they go on holiday they can book their leisure travel

with us," says Allan.

The company aims to improve its service delivery by offering technology to its customers focused on personalisation. "We want to be able show our corporates where we've saved them money, give them more accurate data on their travellers' behaviour and identify where and how we can improve their travel experience through their feedback," says Lidia.

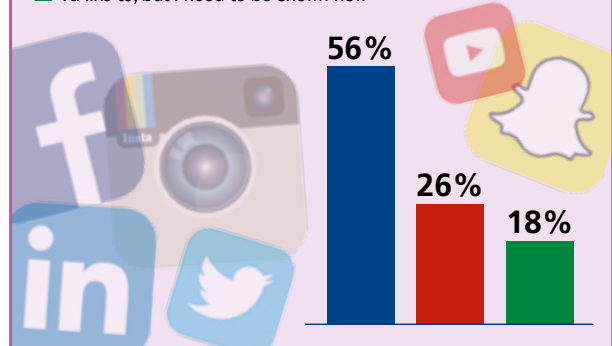
Right now the company is still in the early phases of the new developments but "the strategy will come as we move forward," says Allan. "Watch this space." ■

**pulse poll**  
brought to you by eTNW and TRAVELINFO

## Social media trending with trade

Is your business using social media to build your client base?

- Yes, it is an effective marketing tool
- No, I think the use of social media is overrated
- I'd like to, but I need to be shown how



eTravel is the ITC market leader in South Africa and assists senior Travel Consultants and Travel business owners to realise their dreams. If you have ever dreamt of owning your own travel business or would like to cut costs by doing away with your IATA license and improve your current business efficiencies then you should call eTravel. We run the back office for over 200 Independent Travel Companies and specialise in making your travel business a success by offering the best commissions, overrides & a comprehensive support structure. If you have a client base, 5 years travel consultant experience or already own your own business but want to make more, then contact us! You'll be amazed at how easy it is!

Contact Tammy on 0861eTravel1 or info@etravel.co.za

Work for Yourself  
Not by Yourself  
www.etravel.co.za

## Letter to the Editor

### Agent speaks out against unfair working conditions

An agent who read *TNW's* Women in Travel feature, shares her concerns about after-hours working conditions in the industry.

THANK you for your excellent coverage of news, events and issues within the travel industry.

I found your August 10 issue particularly interesting: specific reference was made to women in travel and ideas on how to better their working conditions. It immediately reminded me of an aspect of my job I particularly dislike, and I am sure many of my colleagues (male and female) would agree.

I work for one of the largest travel companies in South Africa and we have an after-hours service where we have

**"It immediately reminded me of an aspect of my job I particularly dislike."**

to make use of a laptop and mobile phone to assist clients with any (not only emergencies) after-hours issues.

But for us as mothers (and fathers) it is very stressful to work after hours with limited connectivity and old mobile phones. Waking up in the early hours of the morning to sort out a problem becomes an issue, especially if you are expected to put in a hard day's work again from 7am. It becomes a vicious circle, which is not conducive to proper work ethic or conditions.

Name withheld on request

## To the point

Crystal Cruises has set off on the first journey by a luxury cruise line through the Northwest Passage and Arctic region. The *Crystal Serenity* will arrive in New York on September 16 after a 32-night journey that began in Alaska. Along the way, guests will head inland for treks, wildlife sightseeing and visits to remote communities. Because of the tour's popularity, Crystal Cruises has opened bookings for the 2017 tour.